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TRANSCRIPT

Interactive Scenario

In this Interactive Scenario, an interaction between a patient, Mr. Peterson, and a provider, Mr. Castillo, Physician Assistant, will be presented. At the end of the scenario, you will be asked to critique Mr. Castillo's communication with the patient.

Mr. Sam Peterson, a Caucasian, 24-year-old, is visiting a local health clinic because he has recently been experiencing stomach problems.

Mr. Luis Castillo, a Hispanic, 37-year old Physician Assistant is meeting Mr. Peterson for the first time, after getting a quick briefing on from the nurse on Mr. Peterson's condition.

Mr. Luis Castillo, Physician Assistant and Mr. Sam Peterson, Patient

Mr. Luis Castillo So, Mr. Peterson, you're experiencing abdominal pain and diarrhea, is that right? How long has this been going on?

Mr. Sam Peterson Yes. I eat, my belly hurts & I'm in the "john" with cramps, watery BMs & blood. It started last week. I was in Peru & had mango juice. My diarrhea is worse.

Mr. Luis Castillo Have you taken any medications for the diarrhea?

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Mr. Sam Peterson	Yes. I bought some pills at the drugstore, but I don't know what they were called. The package said to take them twice a day, so I took two pills every morning for a week, but they didn't help.
Mr. Luis Castillo	Are you currently taking any antibiotics, NSAIDs, or prescription drugs?
Mr. Sam Peterson	Um...no. I'm not taking that stuff.
Mr. Luis Castillo	Is there a history of gastrointestinal disease in your family?
Mr. Sam Peterson	Uh... no. There's no one in my family with that.
Mr. Luis Castillo	You need a physical & because of your loose and bloody stools, you need blood tests as well as a stool sample for testing occult blood & cultures to check for bacterial or parasitic infection to see if antibiotics will help. This information sheet explains the lab tests. Please read it & call if you have questions.
Mr. Sam Peterson	Thank you, but I forgot my glasses, so I'll have to read this when I get home.

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Scenario Question

For the scenario you just observed, did Mr. Castillo use plain language adequately and avoid using medical terminology?

The answer is No.

Mr. Castillo could have done a better job of avoiding medical terminology and using plain language:

- Instead of asking if Mr. Peterson were taking "antibiotics, NSAIDs, or prescription drugs," Mr. Castillo could have asked if Mr. Peterson were taking any other pills or medicines.
- Instead of asking if there were a history of "gastrointestinal disease" in the Mr. Peterson's family, Mr. Castillo could have asked if there were a history of stomach problems in Mr. Peterson's family.
- Instead of just giving Mr. Peterson the laboratory instruction sheet to read, Mr. Castillo could have explained what needed to be done in plain language, avoiding the words gastrointestinal, and occult, and then used the "teach back" method to ask Mr. Peterson to describe what he needed to do.

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Scenario Question

Did Mr. Castillo properly recognize any cues from Mr. Peterson that might have indicated Mr. Peterson had limited health literacy?

The answer is No.

Mr. Castillo did not properly recognize the cues that should have indicated to him that Mr. Peterson might have limited health literacy?

- Mr. Peterson had purchased some medicine at the drugstore, but didn't correctly follow the dosage instructions.
- When asked about other medications he was taking and about his family history, Mr. Peterson's hesitation to answer and the wording of his responses - "I'm not taking that stuff" and "there's no one in my family with that" - may have been indicators that he didn't understand the questions.
- By not reading the written materials, Mr. Peterson could have been covering up poor reading skills.